

Technical Support Manual



Common Technical Problems

TELL ME MORE®

Recommended System Configuration

Recommended configuration for an online student workstation

- 700 MHZ processor
- 192 MB RAM
- 30 MB available on hard disk
- 16 bit Windows®-compatible sound card
- 1024x768 graphic card with 16 millions colours (800x600 with 65,536 colours)
- Microsoft Windows® 95/NT4/98/Me/2000/XP/Vista (Includes 64 bit versions)
- Internet Explorer 5.0 or later version(Excluding beta versions)
- Flash Player 7.19 (requires administrative rights to install)
- Auralog Components (requires administrative rights to install)
- Microphone and speakers or a microphone-equipped headset
- 128Kb/s internet or intranet connection
- E-mail address, required to receive password reminders and status messages.

Most common problems occur the very first time a student logs in. They can fall under one of five categories:

1. [Nothing happens when trying to run the Computer Test \(Pop-Up Blockers\)](#)
2. [Auralog Components will not install \(IE ActiveX Settings\)](#)
3. [Auralog Components Stuck in a Loop](#)
4. [Black Screen](#)
5. [Speech/Sounds not working \(Speech Recognition Troubleshooting Tips\)](#)

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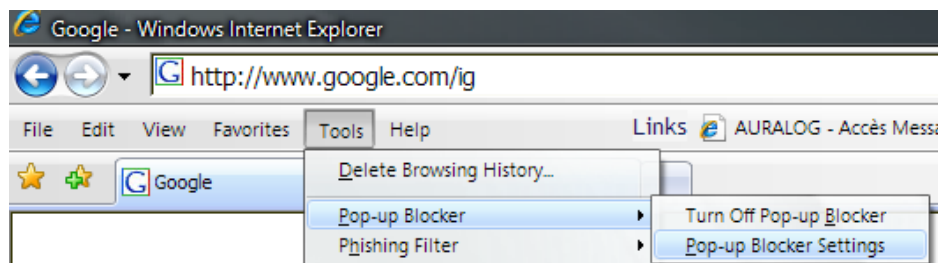
Pop-Up Blockers

TELL ME MORE™ online uses Pop-Ups to launch the computer test and to start the program. Please make sure you have configured your Pop-Up blocker to allow TELL ME MORE™ to launch a new window. It is also very common to have more than one pop up blocker installed on your browser. These other pop-up blockers are built into toolbars such as the Google Toolbar and the Yahoo Toolbar. Be sure that all Toolbars are configured to allow the TELL ME MORE™ website.

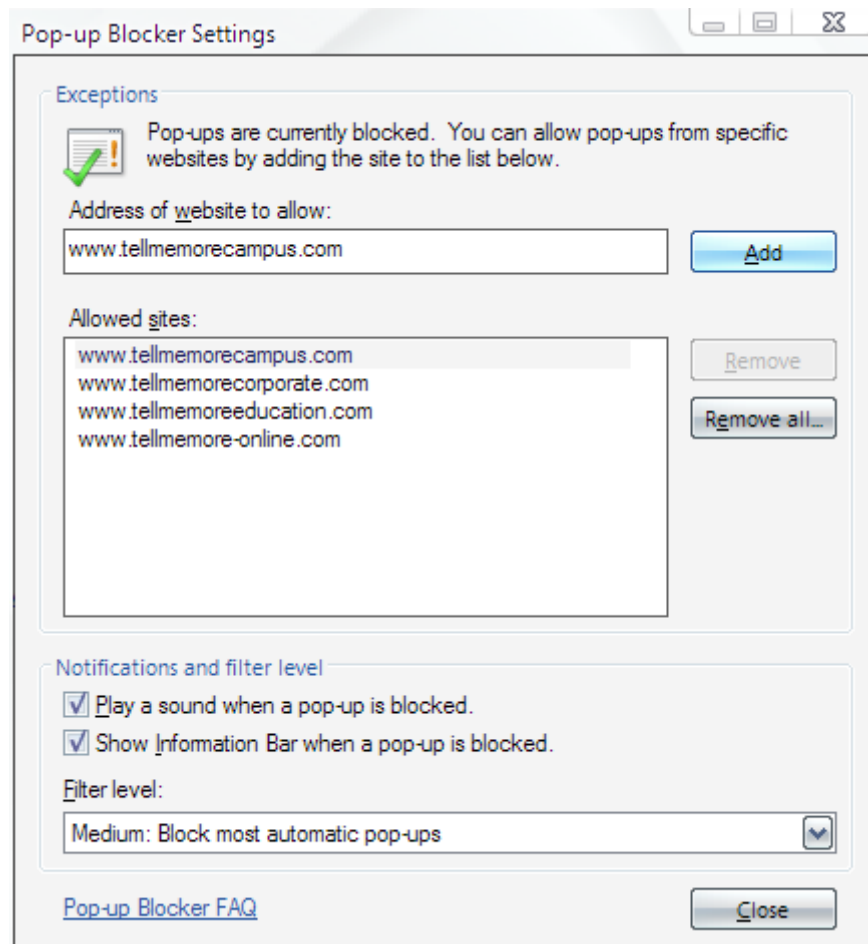
EXAMPLE:

If you have installed Windows Internet Explorer service pack 2, you have a pop up blocker installed by default. In order to turn this off, open internet explorer and click on:

TOOLS>POP-UP BLOCKER>POP-UP BLOCKER SETTINGS



You can select 'Pop-up Blocker Settings' and add the website as a site allowed to have pop-ups.



[Main Menu](#)

Internet Explorer ActiveX Settings

In some cases, Internet Explorer may have ActiveX prompts disabled. This prevents the installation of the Auralog Components. This section demonstrates how to enable the ActiveX prompts.

The following error occurs when trying to install the components:



1. Click on Tools>Internet Options

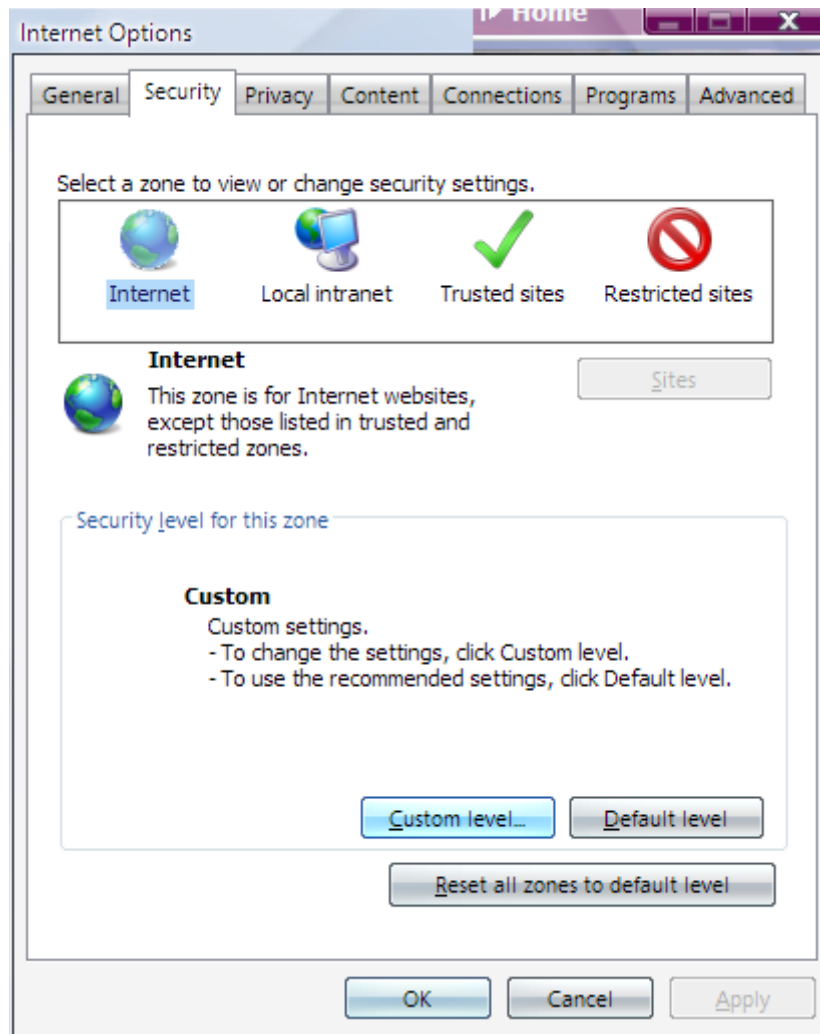
The screenshot shows the TELL ME MORE ONLINE interface in Internet Explorer. The 'Tools' menu is open, displaying various options including 'Delete Browsing History...', 'InPrivate Browsing', 'Reopen Last Browsing Session', 'InPrivate Filtering', 'Pop-up Blocker', 'SmartScreen Filter', 'Manage Add-ons', 'Compatibility View', 'Subscribe to this Feed...', 'Feed Discovery', 'Windows Update', 'Developer Tools', 'Diagnose Connection Problems...', 'Send to OneNote', and 'Internet Options' (highlighted at the bottom).

The website content includes a login section with fields for 'User name' and 'Password', and a 'CONFIRM' button. Below this, there is a 'Sign up?' section with a 'Forgot your password?' link. A list of services is provided, including 'Your Training', 'Your Objectives', 'Your Tutor', 'Technical Support', 'Evaluating what I've learned', 'TOEIC® Preparation', 'Training Certificate', 'Documentation', and 'Your Profile'.

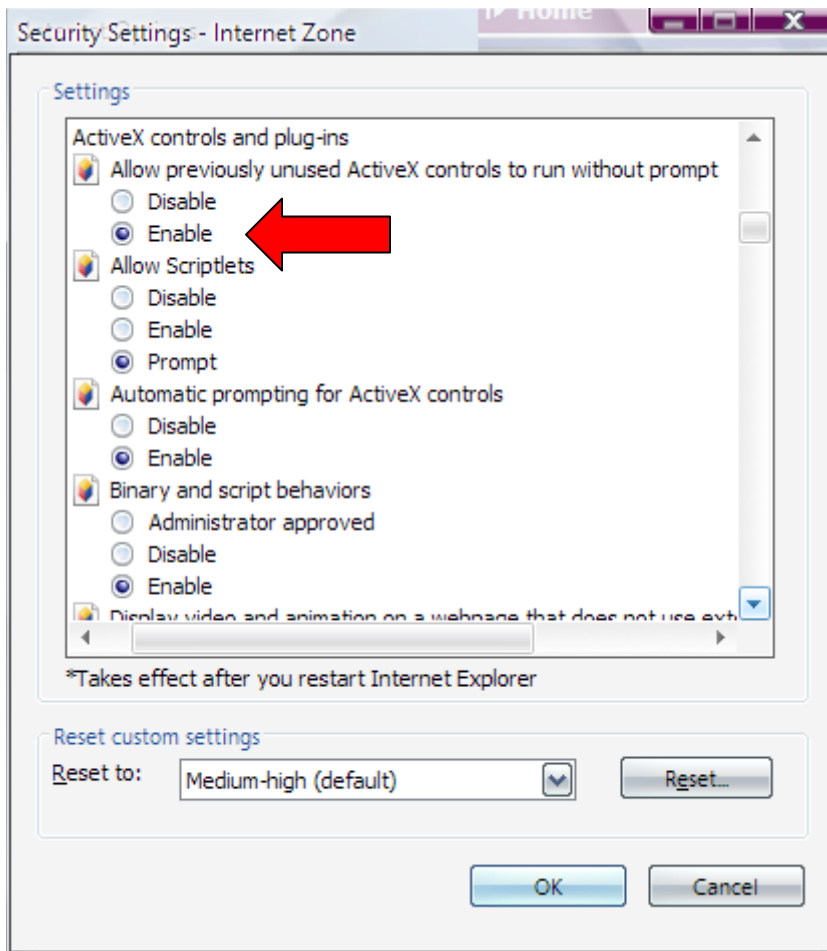
The main content area features a section titled 'Languages with ease thanks to the services available' and 'TELL ME MORE online portal!'. It lists several services to help users gain confidence in speaking with people of different languages. A testimonial from 'Our customers' states: 'More than 10,000 academic institutions worldwide have chosen us.' Below this, a paragraph describes the benefits of the TELL ME MORE online portal, mentioning greater flexibility and the ability to study at any time and place.

At the bottom, there is a section for 'Contextualized learning with professional themes' and a list of features: 'Language tracking by your Tutor', 'Support and technical assistance online and by telephone in multiple languages', 'Numerous interface languages for international use', and 'Solution compatible with AICC and SCORM'. A footer section includes the Auralog logo and copyright information: '© Copyright 2010 Auralog All rights reserved.' and a link to 'Legal information'.

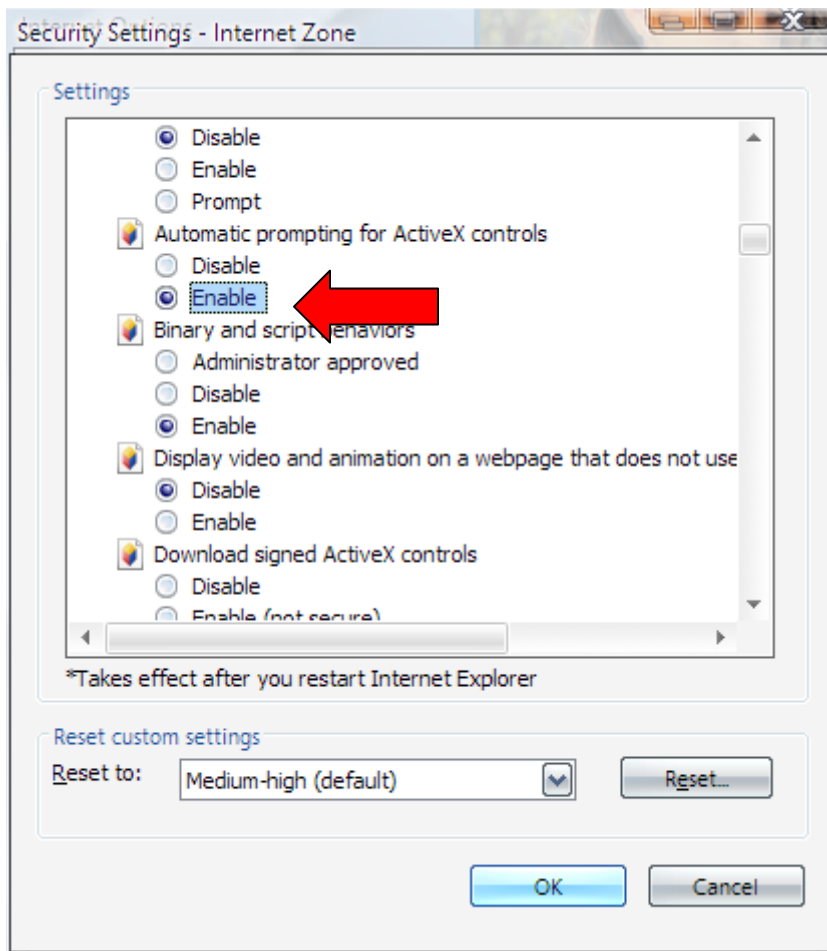
2. Click on *Security* Tab and then *Custom Level* button.



3. Enable “Allow previously unused ActiveX controls to run without prompt”



4. Enable “Automatic prompting for ActiveX controls”



5. Click on *OK* button

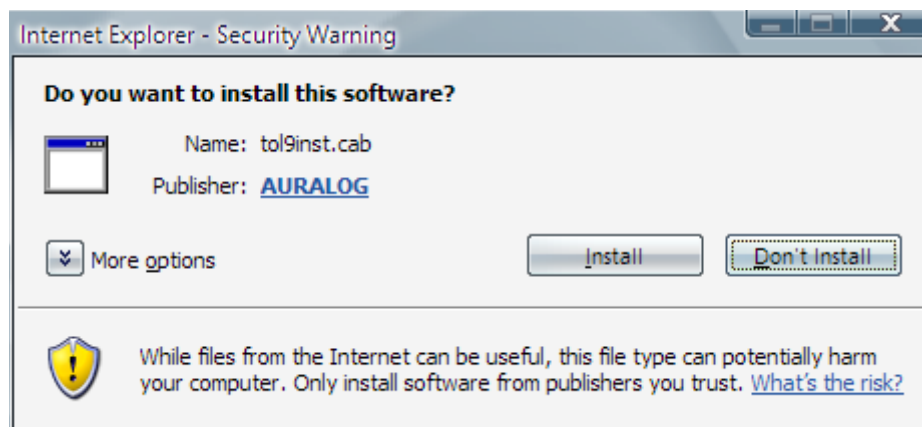
6. Click *Apply*

7. Click *OK*

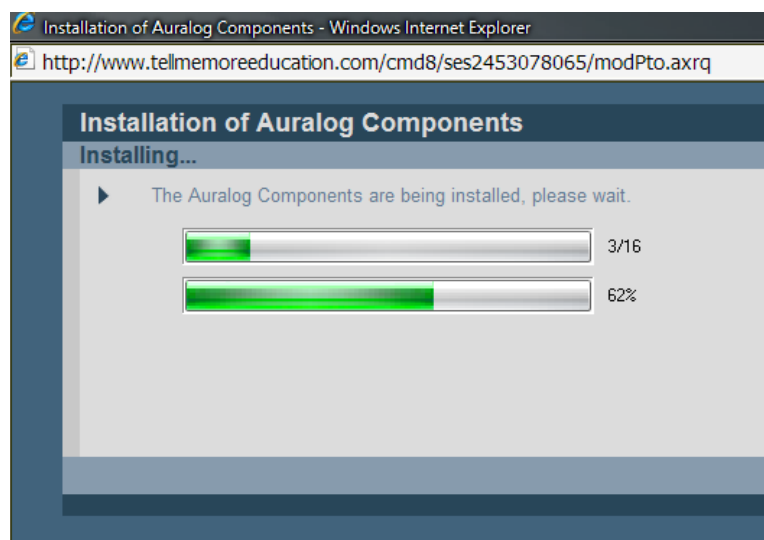
8. Close all browser windows and open a new one for the settings to go into effect.

9. Restart the computer test.

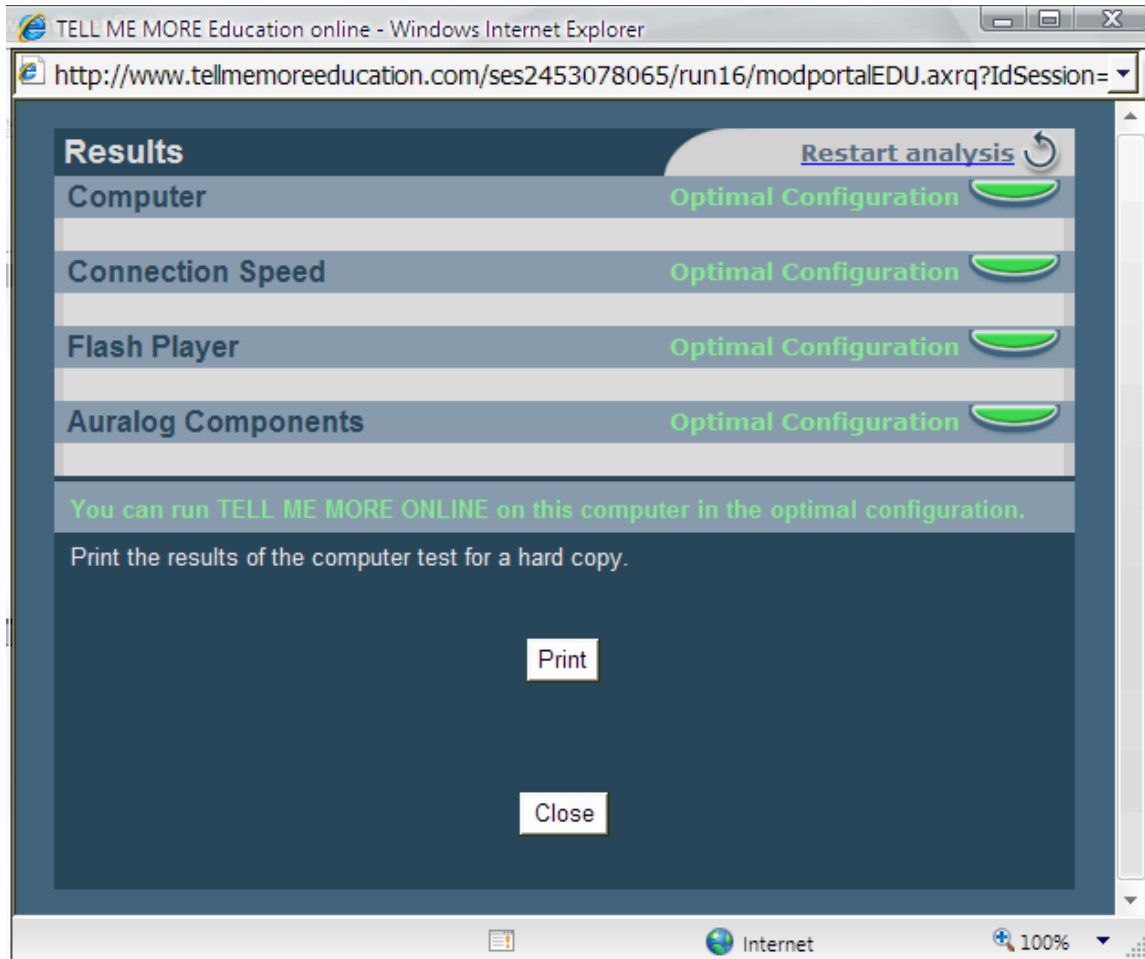
10. You should now see an ActiveX prompt similar to the one below. Click *Install*



The components will now install as shown below:



Upon success, you should see the following screen:
Click **Close** to continue



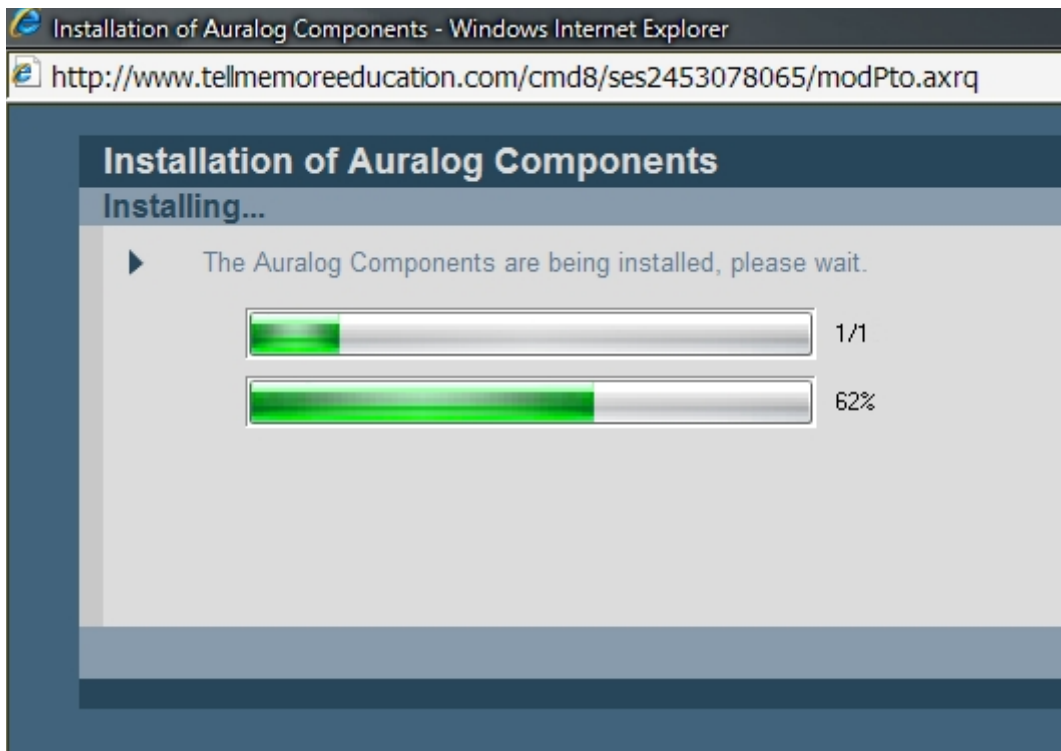
[Main Menu](#)

Auralog Components Stuck in a Loop

TIP: MUST BE DONE WITH ADMINISTRATIVE PRIVILEGES!!

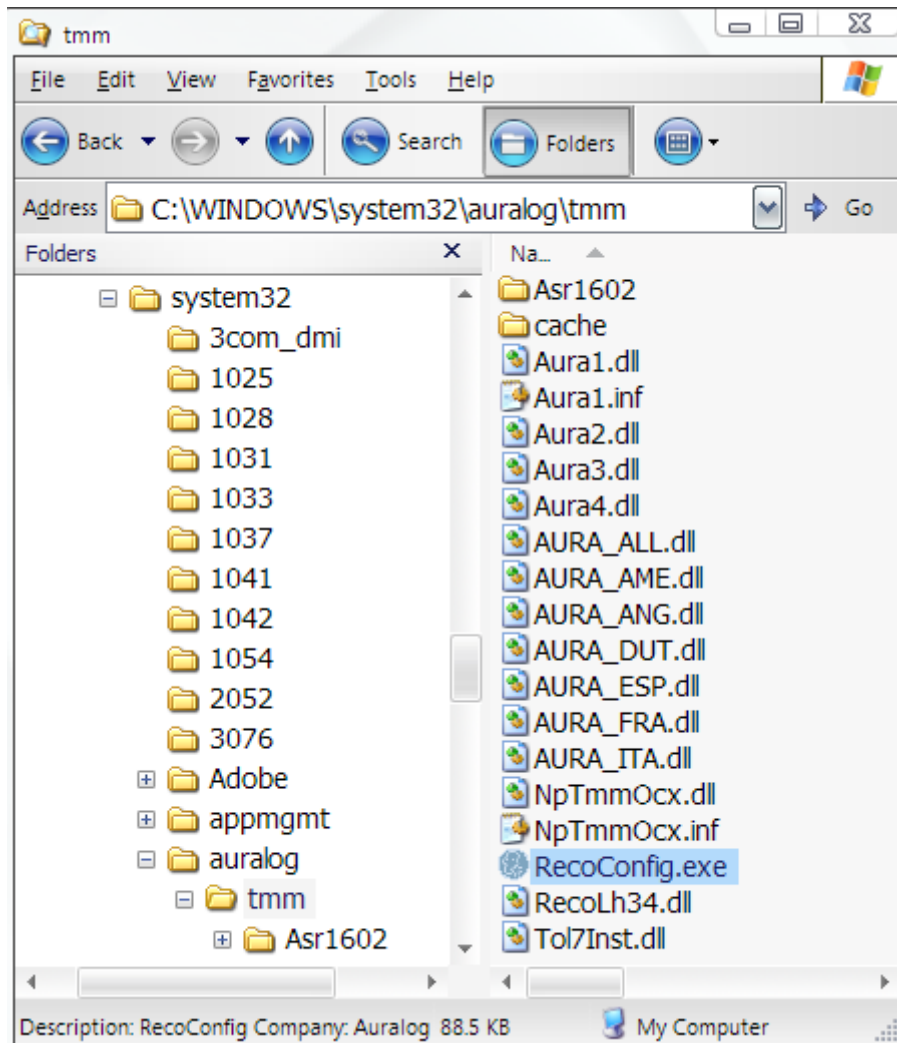
The Auralog Components are stuck in a loop, installing 1/1 over and over.

This may occur with sound cards that have multiple inputs used in Windows Vista, if a new sound card was recently installed, or if a USB headset has been recently used.

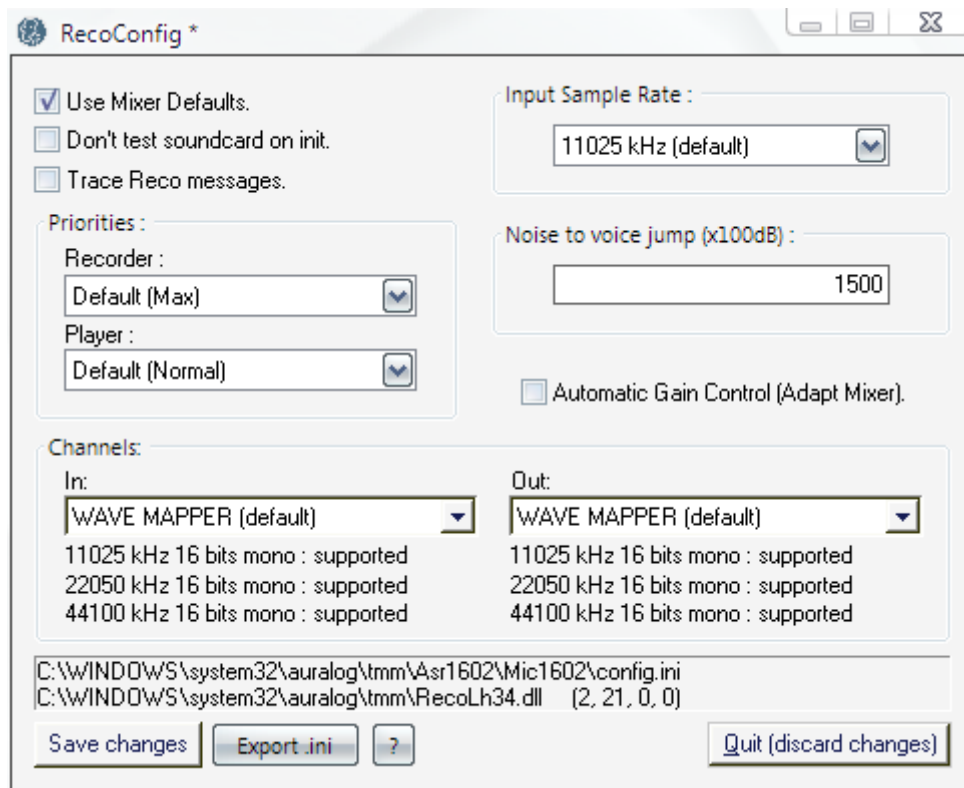


The components are actually installed but the software does not know which input to use. To fix this, RIGHT CLICK on your START button and select EXPLORE.

Navigate to the following directory:



Double click on the RecoConfig.exe program and select the checkbox, 'Use Mixer Defaults.' Change the Input Sample Rate to 44100kHz. Then click on the Save changes button on the bottom left corner of this screen.



[Main Menu](#)

Black Screen

Please note: This only applies to older versions of TELL ME MORE™.

TIP: MUST BE DONE WITH ADMINISTRATIVE PRIVILEGES!!

When the program starts up, you get a black or blank screen with a clock. Please start by verifying your version Internet Explorer. Beta versions of Internet Explorer must be updated to fix this problem.

- To check your version of Internet Explorer select **Help > About Internet Explorer**. The browser must be updated if you see “Internet Explorer 8 Beta” for example
- To update Internet Explorer. Select: **TOOLS > Windows Update** and download/install the update for IE, then restart your computer.

Step 1. Download the Adobe Flash Player uninstaller:

[uninstall_flash_player.exe](#)

or

http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_14157

Step 2. After the uninstall confirmation message appears, **RESTART** the computer

Step 3. Install the Adobe Flash Player:



<http://www.adobe.com>

Please Note: At the moment, adobe tries to install the Google toolbar as well which may cause some [pop-up blocker problems](#). Be sure to uncheck the box that says install Google toolbar!

Step 4. **RESTART** the computer and launch TELL ME MORE™. If you encounter the same problem, uninstall TELL ME MORE™. and then re-install it (no restart necessary).

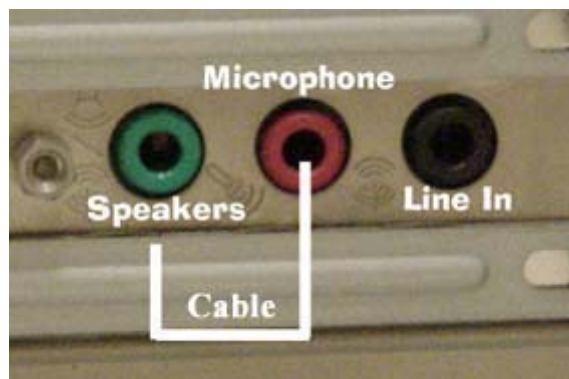
[Main Menu](#)

Speech Recognition Troubleshooting Tips

Follow these steps If your voice is not being recognized in TELL ME MORE™

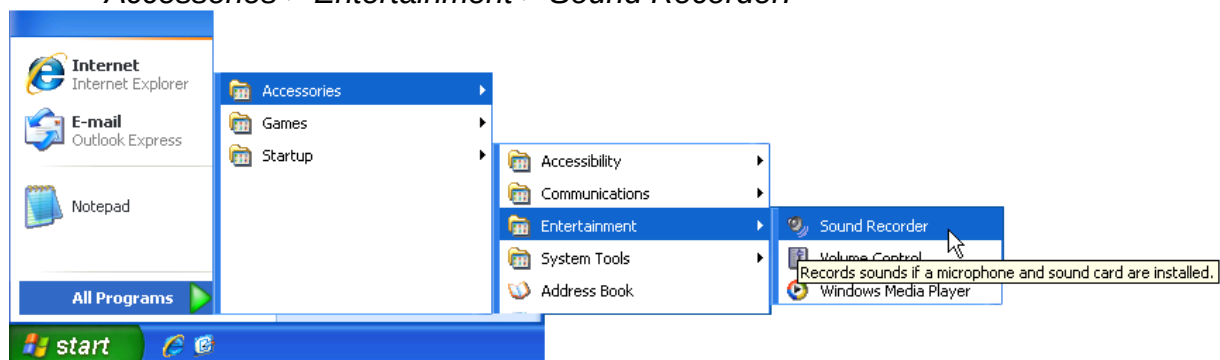
Step 1: Check that the microphone or headset is correctly plugged in to the computer:

Below are a few examples of speaker and microphone inputs. Microphone inputs and connectors are usually **PINK** and are often stamped with a small microphone icon. Speaker inputs and connectors are usually **GREEN** or **BLACK** and are often stamped with a small speaker icon.



Step 2: Test Microphone with Sound Recorder:

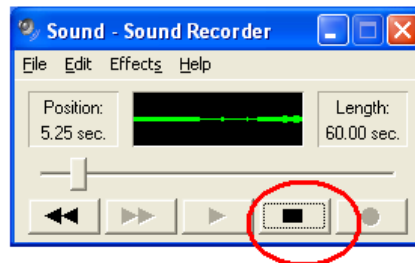
- To start the Sound Recorder application click on *Start > All Programs > Accessories > Entertainment > Sound Recorder*:



- Click on the « Record » button (button with red dot) and then speak into the microphone for at least ten seconds. (Please note that Sound Recorder in Vista and other Windows versions may appear differently, however the instructions are similar.)



- Click on the « Stop » button.



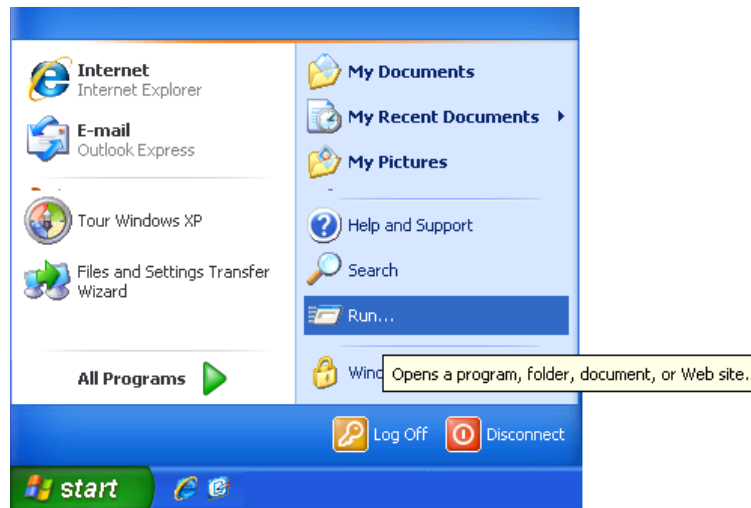
- Then click on the « Play » button to hear your recorded voice.



- If you can hear your voice, continue to step 3.
- If you cannot hear your voice, continue to step 4.

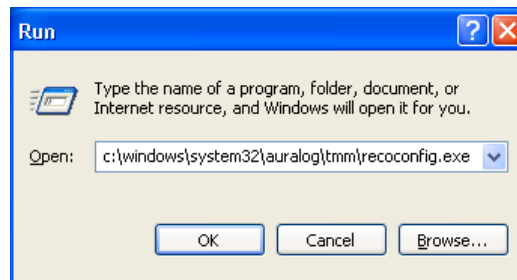
Step 3: Adjust the RecoConfig Utility

- Click on *Start > Run*

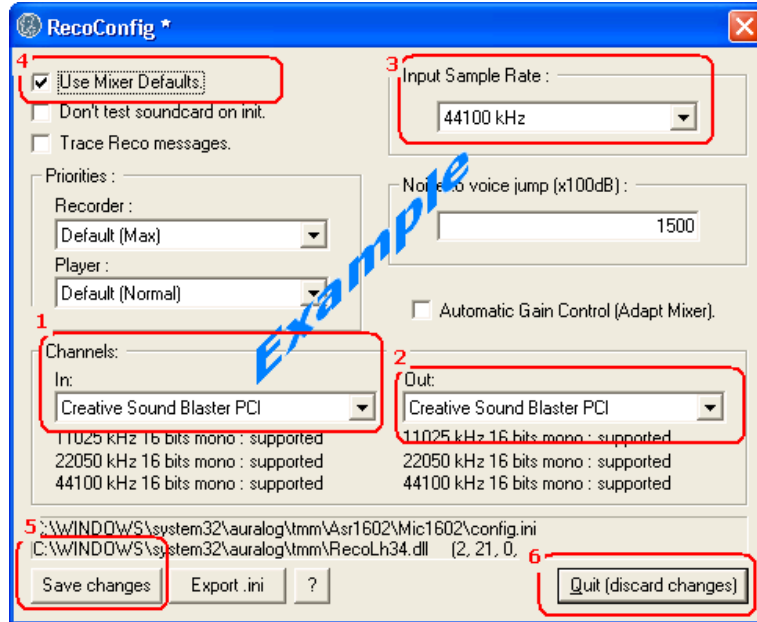


- In « Run » type

c:\windows\system32\auralog\tml\recoconfig.exe



- In « RecoConfig », change the speech recognition parameters like below (please follow the sequence)



1. In Section « **Channels In** », select the « Default device » This can be verified in the Control Panel in Sounds and Audio Devices or by opening Sound Recorder and selecting EDIT, then AUDIO PROPERTIES.

2. In Section « **Channels Out** », select the « Default device » This can be verified in the Control Panel in Sounds and Audio Devices or by opening Sound Recorder and selecting EDIT, then AUDIO PROPERTIES.

3. Change « **Input Sample Rate** » to **44100KHz**

4. Check « **Use Mixer Defaults** »

5. Click on the button « **Save Changes** »

6. Click on the button « **Quit** »

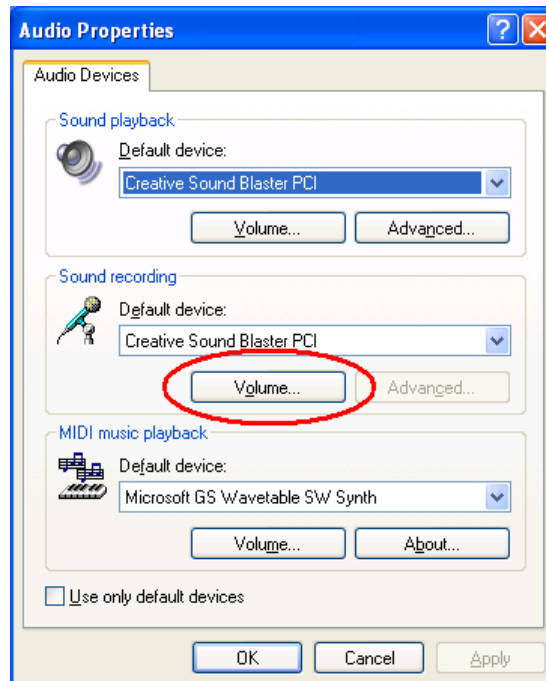
7. Restart TELL ME MORE™

4. Adjust the volume settings:

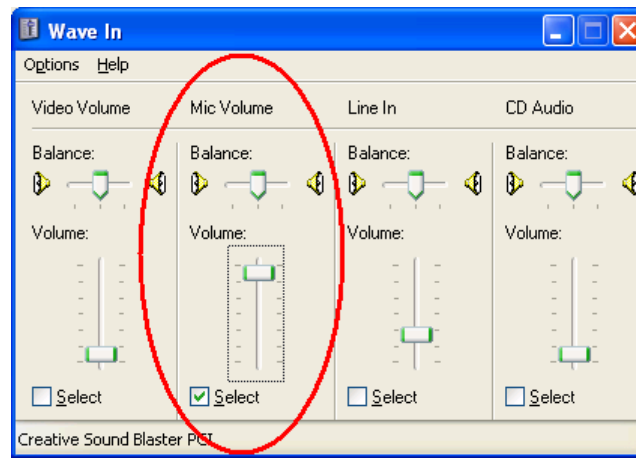
- From Sound Recorder click on « Edit » and select « Audio Properties »



- Click on « Volume » in the « Sound Recording » section



- Check if « Mic Volume » is selected and if the volume level is high.
- PLEASE NOTE: Most desktop computers have a FRONT and REAR Mic available, please be sure the correct input is selected.



- After making these adjustments, test the microphone with SOUND RECORDER.
- If the test is successful, proceed to Step 3 above.

Speech Recognition Install Options

In order to facilitate an efficient installation of the Speech Recognition Components in a computer lab, or over a network, we have made the installation files available without the need to run the computer test online. Administrative Rights Required.

There are 2 different files available for download depending on your needs:

1. **TOL9Setup.exe For 1 or several computers**

EXAMPLE: Use this Installer for one or several computers in a computer lab or when there is a problem installing the Auralog Components from the computer test.

OR

2. **MinSetup.exe: For Small To Large Networks**

EXAMPLE: Use this Installer to create an MSI pack that can be distributed throughout a network using Group Policy Objects.

TOL9Setup.exe / MinSetup.exe DOWNLOAD:

TELL ME MORE™ Campus

<ftp://club.auralog.com/hotline/Tell me More 9 campus/tools/components>

Step 2 –

Download and install the Admin Tools and/or Tutor Tools programs for your solution:

TELL ME MORE™ Campus

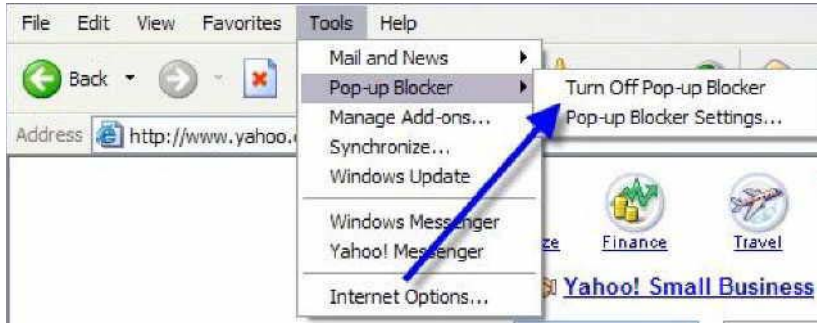
<http://www2.tellmemorecampus.com/update/instadmintools.exe>
<http://www2.tellmemorecampus.com/update/institutortools.exe>

Tool Bars & Pop-Up Blockers

Toolbars such as the Google Toolbar and Yahoo Toolbar have built in Pop-Up Blockers which can prevent TELL ME MORE™ online from launching. It is sometimes necessary to configure your Toolbar(s) to allow TELL ME MORE™. Below is a list of the most common Toolbars:

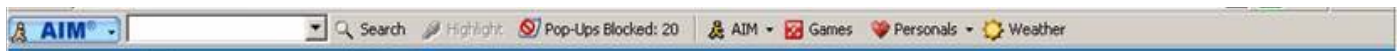
- Windows XP Popup Blocker Using Internet Explorer
- AIM Toolbar
- AOL Toolbar
- Earthlink
- Firefox
- Google Toolbar
- Mozilla/Netscape
- McAfee Internet Security
- MSN Toolbar
- Norton Toolbar
- Norton AntiSpam and Norton Internet Security 2005 and 2006
- Norton AntiSpam and Norton Internet Security 2004 and earlier
- Popup Manager
- Pop-Up Stopper
- Starware Toolbar
- Viewpoint Toolbar
- Yahoo Toolbar
- Zone Alarm Pro

Windows XP Popup Blocker Using Internet Explorer



- **To disable**
 1. Open **Internet Explorer**.
 2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.
 3. Choose the **Turn Off Pop-up Blocker** option.
- **To allow pop-ups for the TELL ME MORE online Website**
 1. From the **Internet Explorer** tool-bar, Select **Tools** menu, from the drop down menu, Select **Internet Options** then Select the **Privacy** tab (*at the bottom of the Privacy window should be a Pop-up Blocker section*), Select the **Settings** button.
 2. Add the TELL ME MORE online address to the "Address of Website to allow".
 3. Select the **Add** button, then Select the **Close** button, then Select the **OK** button.
- **For more informations you can visit:**
http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.msp

AIM Toolbar



AIM Toolbar is often inadvertently installed along with AOL Instant Messenger, an instant messaging software. This Toolbar provides search functionality and interacts with AOL Instant Messenger.

- **To disable**
 1. Click on the **AIM** button on the left end of the Toolbar. This will open the drop-down list.
 2. Clicking on the **Toolbar Options** in the drop-down list will open the "AIM Toolbar Options"
 3. Choose the **Popup Blocker Tab** and **uncheck the Block Popup Windows box**.
 4. Click the **OK** button.
 5. Once this is done, the user should be able to open the new window. If you are still unable to log in, you may have more Pop-up Blockers to identify and disable.

AOL Toolbar



- **To disable**
 1. Click **Settings** on the AOL toolbar.
 2. Click **Pop-Ups** in the **Essentials** tab.
 3. Click **Off - Do not block any pop-ups**
 4. Click **Apply** and **OK** to close the options window.
- **To allow pop-ups from the TELL ME MORE online website**
 1. Click **Settings** on the AOL toolbar.
 2. Click **Pop-Ups** in the **Essentials** tab.
 3. In the Web Pop-Ups tab of the Pop-Up Control Settings window select Allow Web pop-ups from these sites.
 4. Enter the TELL ME MORE online website
 5. Click **Add**.
 6. Click **Save**.
- **For more information you can visit:** <http://help.aol.com/>

Earthlink



- **To disable**
 1. Click the **Protection button** on the toolbar.
 2. Click **Pop-Up Blocker** then **Options**.
 3. Click **Off - Do not block any pop-ups**
 4. Click **Apply** and **OK** to close the options window.
- **To allow pop-ups from the TELL ME MORE online Website**
 1. Click the **Protection button** on the toolbar.
 2. Click **Pop-Up Blocker** then **Options**.
 3. Click **Open Allow List**
 4. Right-click on the first blank line, then type the full address of the TELL ME MORE online web site and then press **<Enter>** on your keyboard.
 5. Click **OK** to close the list.
 6. Click **Apply** and **OK** to close the options window.

For more information you can visit:

<http://support.earthlink.net/tutorial/ta/protection/>

Firefox

- **To disable**
 1. Open the **Options** window in Firefox.
 2. Click on the **Web Features** icon.
 3. Uncheck the Block Popup Windows option. Click **Apply** and **OK** to close the options window.
-
- **To allow pop-ups from the TELL ME MORE online Website**
 1. Click **Allowed Sites**.
 2. Enter the TELL ME MORE online address
 3. Click **OK**.
- **For more information you can visit:**
<http://www.mozilla.org/support/firefox/options#webfeatures>

Google Toolbar



Google toolbar has two ways that you can turn off the popup blocker.

- **To disable**
 1. Open the Google **Toolbar Options** window by clicking on the options button. 
 2. In the Accessories section click off checkbox next to the pop-up blocker option
- **To allow pop-ups from the TELL ME MORE online Website**
 1. Click **Add to whitelist**. OR
 2. Click on the following button on the toolbar. 
- **For more information you can visit:**
http://toolbar.google.com/popup_help.html

McAfee Internet Security

1. point to **McAfee Pop-Up Blocker**
2. deselect **Enable Pop-up Blocker**

McAfee also has a feature that allows the user to hold down the **Ctrl** key while clicking the refresh button which will allow the popup to load.

Mozilla

1. Open the **Edit** toolbar menu and choose the **Preferences** option.
2. On the right-hand column, under the **Privacy & Security Preferences** category, click on the **Popup Windows** topic. (If no sub-categories are visible, double-click on the title **Privacy & Security** to expand the list.)
3. You can either de-select the box next to **Block unrequested popup windows** to completely disable the pop-up blocking software, or add TELL ME MORE online to a list of allowed sites.
4. To do this, click the **Allowed Sites...** button, type the **TELL ME MORE online address** into the text field, and then click the **Add**. Click **OK**.
5. An alternative method of doing this is to browse to the TELL ME MORE online website, and then click on the **Tools** toolbar menu. Choose **Popup Manager** and then select the **Allow Popus From This Site** option.

MSN Toolbar

MSN Toolbar is the latest of the toolbars, but is starting to gain popularity. As with Yahoo and Google Toolbars, it allows other features on top of Pop-Up Blocking. Below is the MSN Toolbar:



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, Click on the Down arrow to the right of the text to bring up the Menu:



Click on Allow Pop-ups.

PopUpCop

Another popular Pop-Up Blocker, this software is also designed solely for preventing Pop-Ups. It installs a toolbar within the browser:

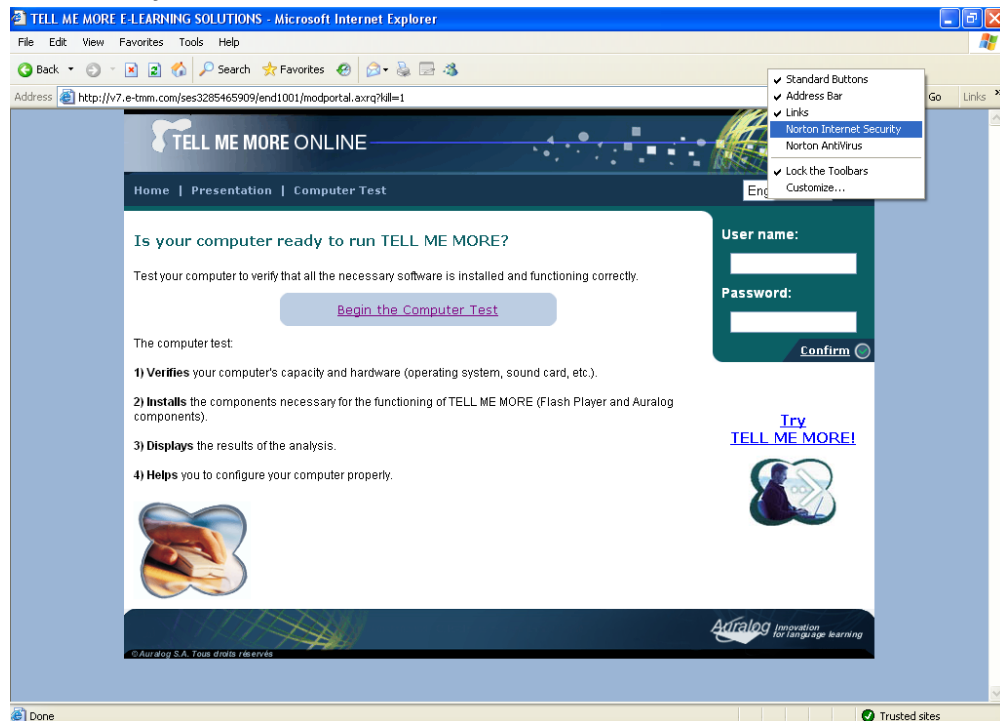
To disable Pop-Up Blocking, click on the arrow to the right of the badge and a menu will appear with a list of options:

Click on Disable PopUpCop. Once this is done, the user should be able to open the new window. If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

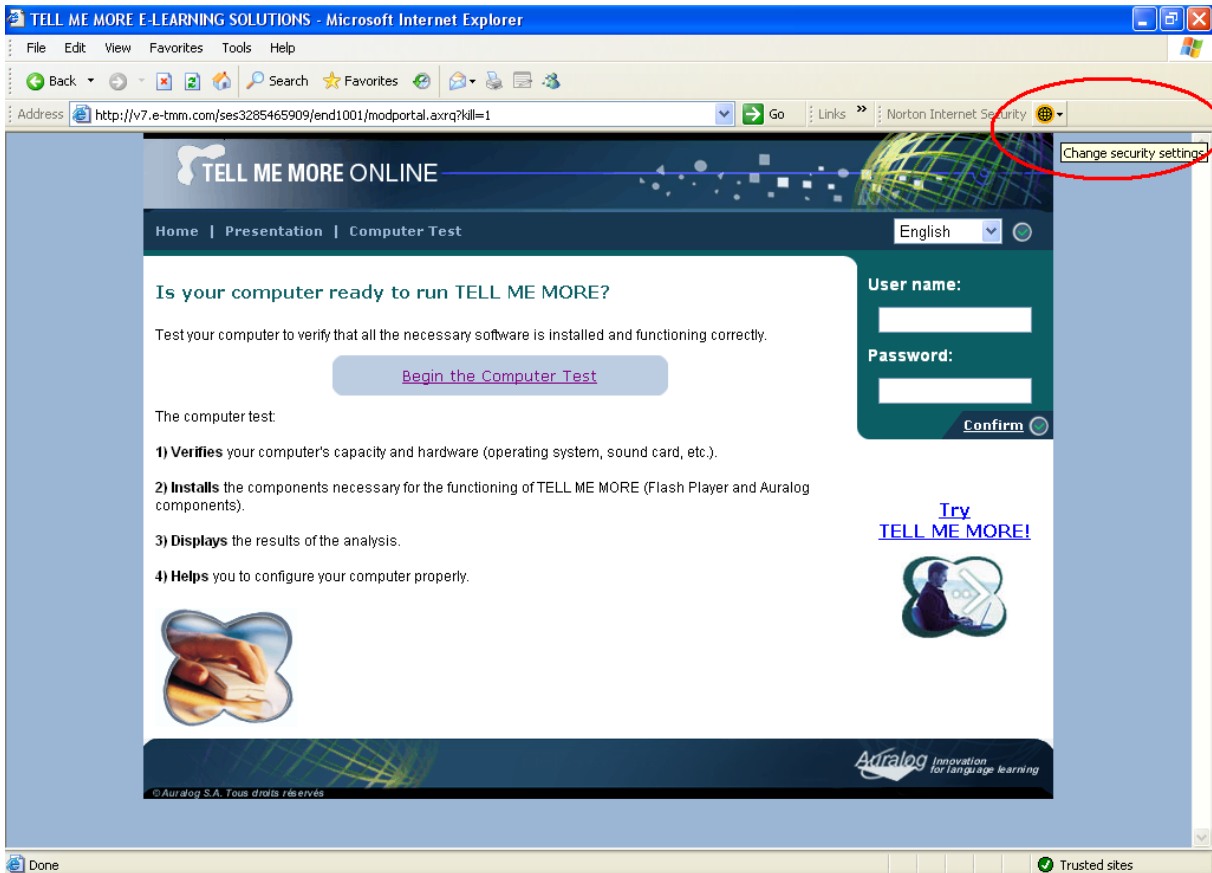
Norton Toolbar

How to unblock access to TELL ME MORE with Norton Internet Toolbar

Launch Internet Explorer and go to the Tell Me More Portal. IF the Toolbar is hidden Make a right click on the task bar of Internet Explorer and check 'Norton Internet Security' in the list. Now it will be visible in the task bar.



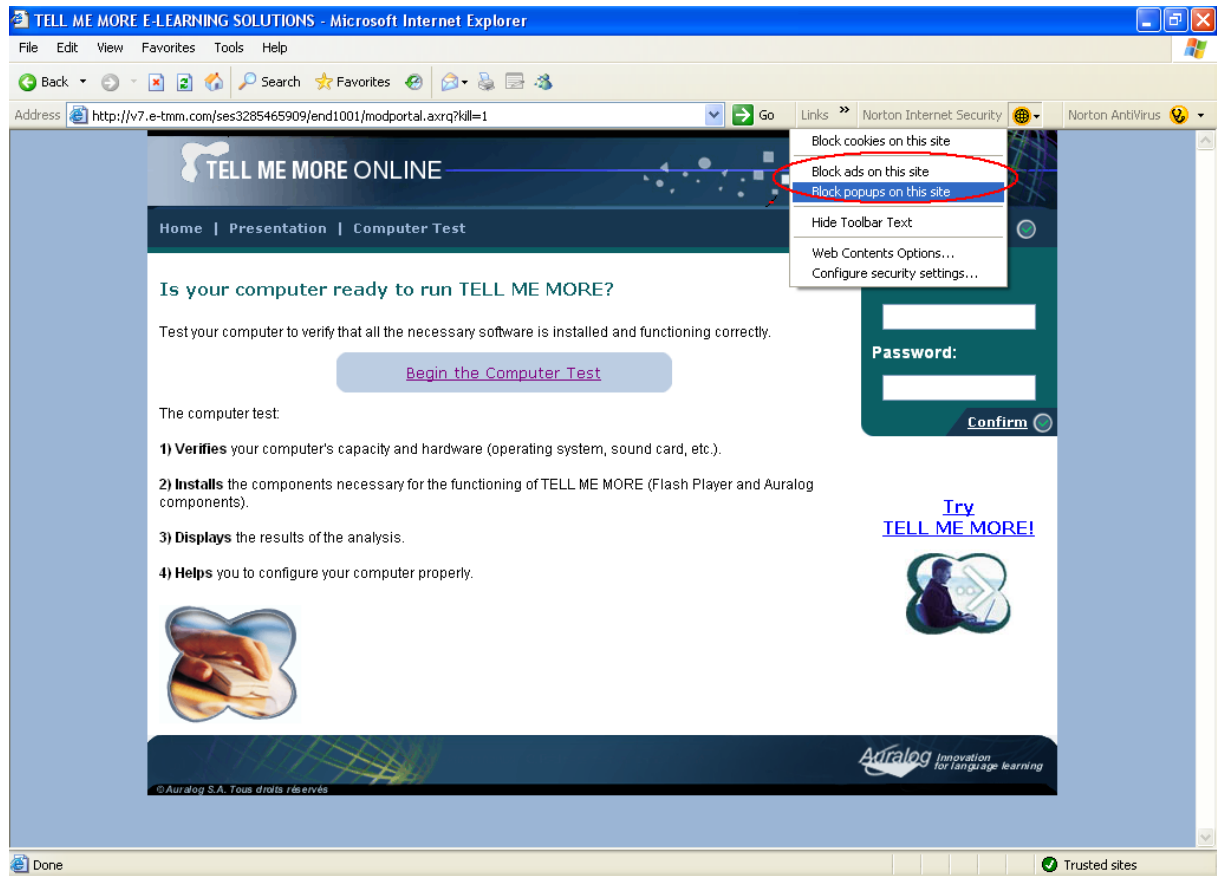
Click on the button 'Change security settings'. The button is on the Internet Explorer task bar.



A list will appear. Uncheck the two options:

- Block ads on this site.
- Block popups on this site.

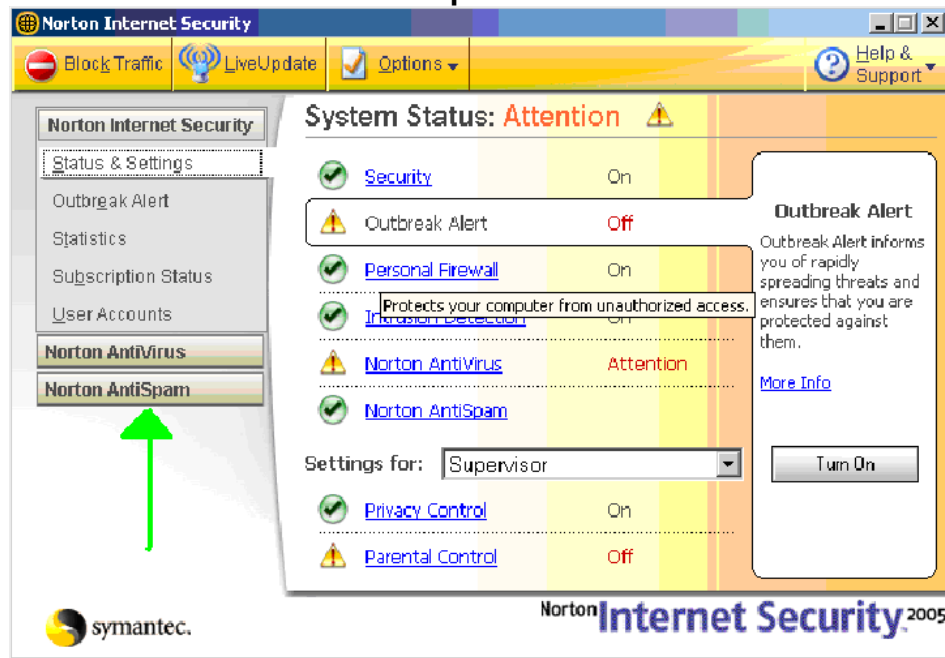
Click on 'Computer Test' to confirm that TELL ME MORE is unblocked.



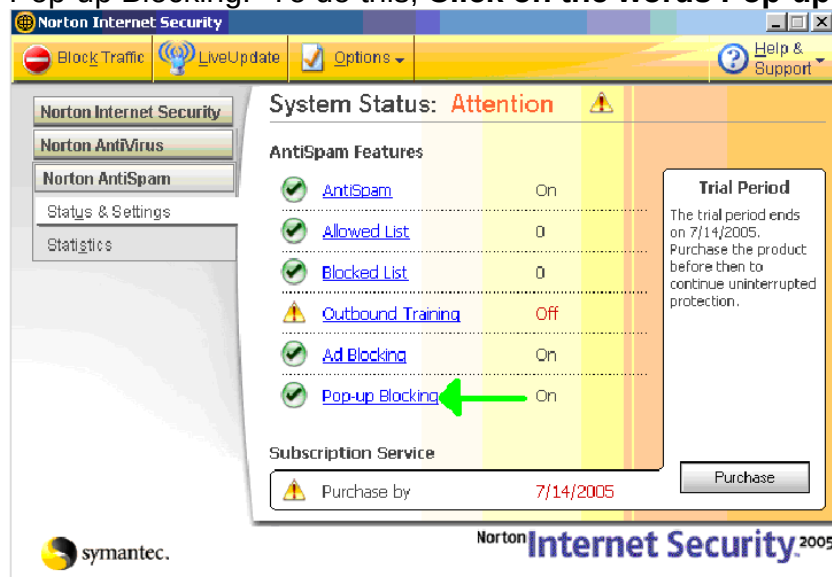
Norton AntiSpam and Norton Internet Security 2005 And 2006



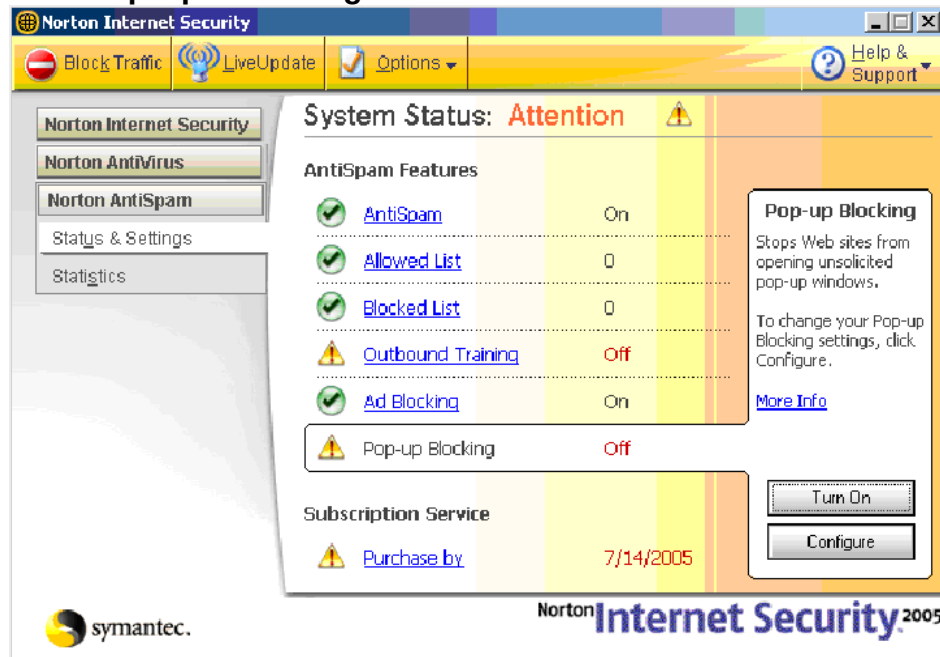
1. Norton Internet Security 2005 usually adds a yellow and orange orb icon to your system tray in the Windows taskbar. You may be able to right-click on it and Disable.(see above picture)
2. Otherwise, click on Start>Programs>Norton Internet Security>Norton Internet Security. In the left hand pane of the Norton Internet Security window **click on Norton AntiSpam**.



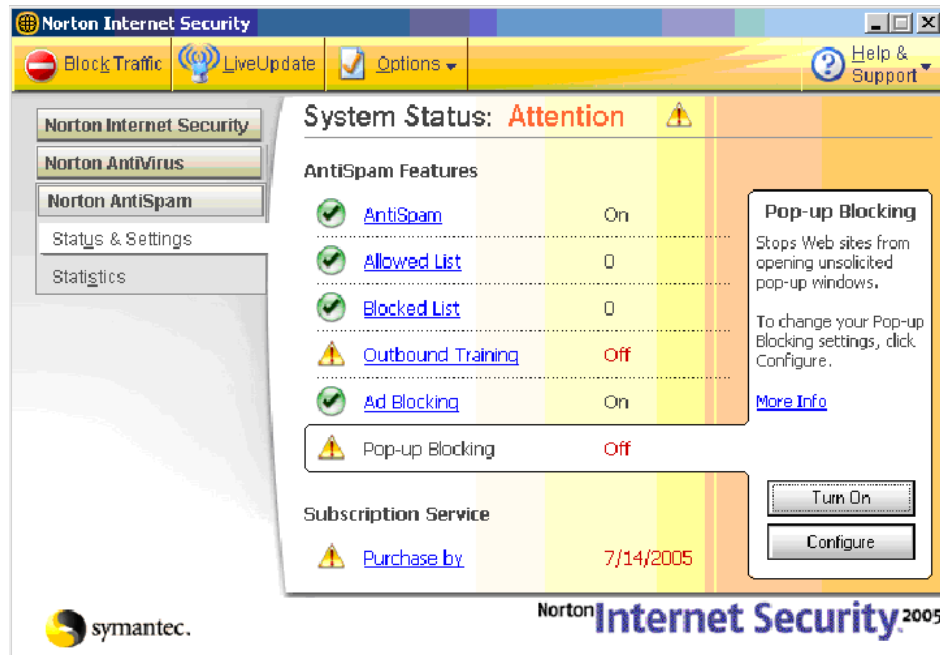
3. Choose the **Status and Settings** view under Norton AntiSpam. If Settings for Pop-up Blocking display a green checkmark, then Turn Off Pop-up Blocking. To do this, **Click on the words Pop-up Blocking**.



4. Click **Pop-Ups Blocking -> Turn off.**



5. It should now look like this



6. The last step is to clear your Cache. To do this you can open **Tools >Internet Options >** click the "**Delete Files...**" button **OR** from the assessment page, while simultaneously holding down the **Ctrl** key & the **Shift** key use your mouse to press the browsers **refresh** button.

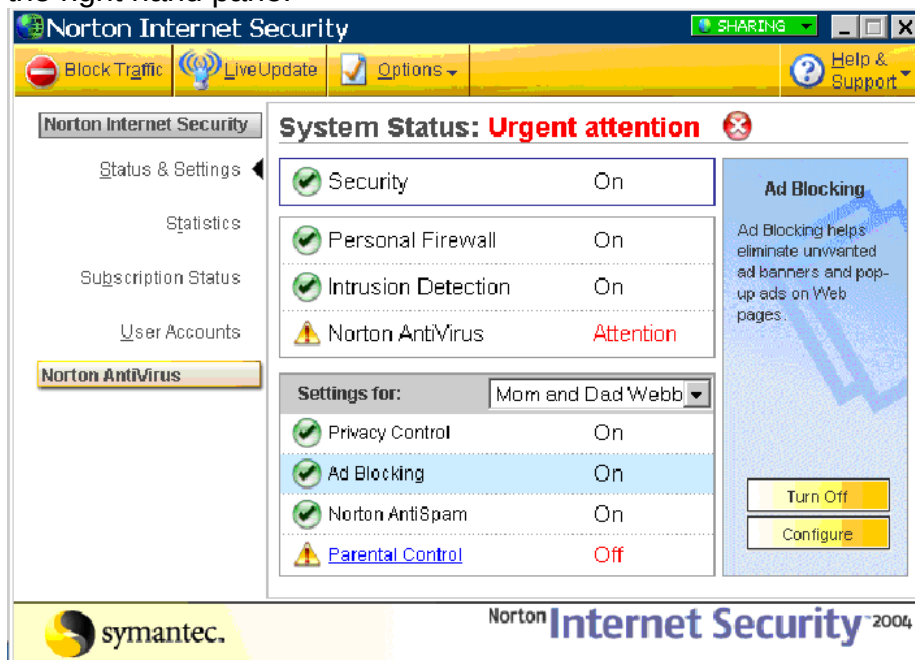
For more information you can visit: SymantecSupportSite

Remember that the last step after turning off Norton Internet Security's popup blocker is to either **delete your Cache** or to **Refresh the assessment page** while simultaneously holding down the **Ctrl & Shift** keys to open a non-cached copy of the assessment page.

Norton AntiSpam and Norton Internet Security 2004 and earlier



1. Norton Internet Security 2004 usually adds a blue and green orb icon to your system tray in the Windows taskbar. **You may be able to right-click on it and Disable.**(see above image)
2. Otherwise, click on Start>Programs>Norton Internet Security
3. In the left hand pane of the Norton Internet Security window choose the Status and Settings view under Norton Internet Security. If Settings for Ad Blocking display a green checkmark, then Turn Off Ad Blocking. To do this, Click on the words Ad Blocking. The Ad Blocking Pane should appear in the right hand pane.



4. Click **Turn Off**.
5. The last step is to clear your Cache. To do this you can open **Tools >Internet Options** > click the "**Delete Files...**" button **OR** from the assessment page, while simultaneously holding down the **Ctrl** key & the **Shift** key use your mouse to press the browsers **refresh** button.

For more information you can visit: SymantecSupportSite

Remember that the last step after turning off Norton Internet Security's popup blocker is to either **delete your Cache** or to **Refresh the assessment page** while simultaneously holding down the **Ctrl & Shift** keys to open a non-cached copy of the assessment page.

Popup Manager (for Internet Explorer)

1. Launch a new Internet Explorer browser window and navigate to **<http://www.virtualhrcenter.com>**
2. Right-click with your mouse on the small color-coded area in the bottom left corner of your browser window. This bar of color will appear either red or green and is called a "widget".
3. In the resulting drop-down menu, select the option to Allow Popups from **<http://www.virtualhrcenter.com>**.

Note: In order to enable popups on an individual basis, press the **Ctrl** key while clicking on whatever is initiating the desired popup window.

Pop-Up Stopper

If you have Pop-Up Stopper, an icon will appear in the bottom right hand corner of your screen.

1. To disable the blocker, right-click on the Pop-Up Stopper software icon.
2. Un-check the checkbox next to **Enable pop-up blocking**.
3. You can re-enable the software when you are done with your assessment.

Starware Toolbar (for Internet Explorer)

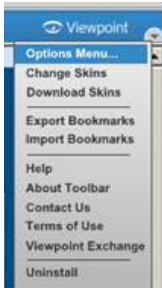
- To allow popups from the TELL ME MORE online, launch a new Internet Explorer browser window and navigate to **to the TELL ME MORE online web site**. Once you are on the TELL ME MORE online home page, click on the Popup Blocker button in the Starware Toolbar. Once you do, the toolbar button will change to indicate that popups will now be allowed from the TELL ME MORE online.
- To completely disable the popup blocker, click on the arrow next to the Starware logo on the left-hand end of the toolbar. This will display the main menu; select the **Preferences...** option from the resulting drop-down list. In the message window that appears, uncheck the box to **Enable Popup Blocker**. Click **OK** to close the window.

Viewpoint Toolbar

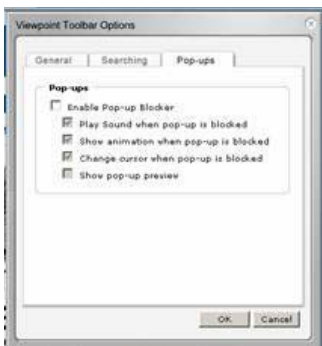
Viewpoint Toolbar is often inadvertently installed along with Viewpoint Player, a media player software. This Toolbar provides search functionality and shows snapshots of search results' pages.



Clicking on the word **Viewpoint** on the right end of the Toolbar will open the drop-down list.

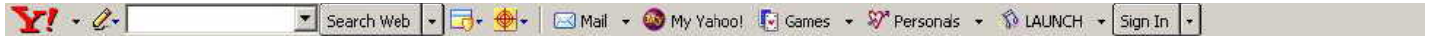


Clicking on the **Options Menu** in the drop-down list will open the "Viewpoint Toolbar Options". To disable Pop-up Blocking **choose the Pop-ups Tab** and **uncheck the Enable Pop-up Blocker** box. Then **click the OK button**.



Yahoo Toolbar

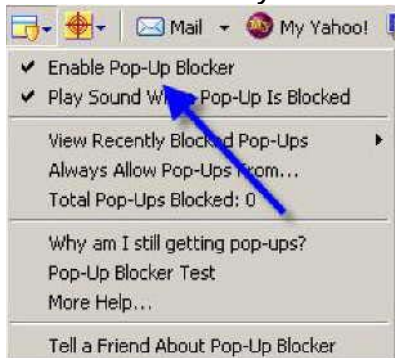
Probably the most popular toolbar, this program allows several other functions besides Pop-Up Blocking. Listed below is how the bar will appear within IE:



To disable Pop-Up Blocking, Click on the Down arrow to bring up the Menu:



Uncheck the entry Enable Pop-Up Blocker.



Once this is done, the user should be able to open the assessment window. If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

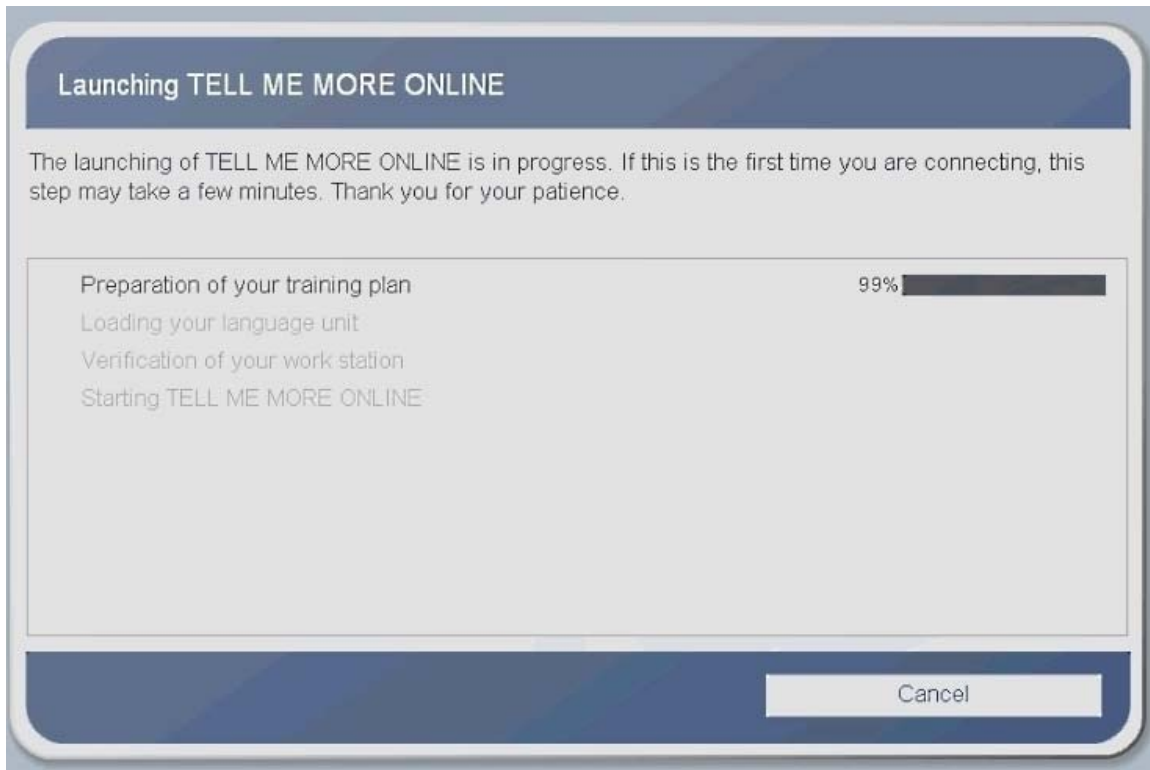
Zone Alarm

To disable the pop-up blocker in ZoneAlarm Pro:

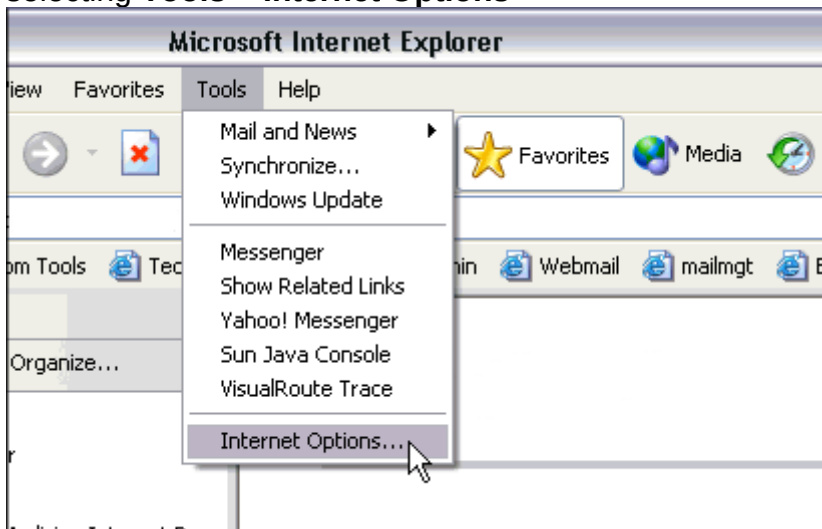
1. Open the Zone Alarm program by clicking your Start Button and accessing the Zone Alarm folder under Programs.
2. Click on Privacy.
3. Turn off Cookie Control, Mobile Code and Pop Up control.

Progress Bar Stuck At 99%

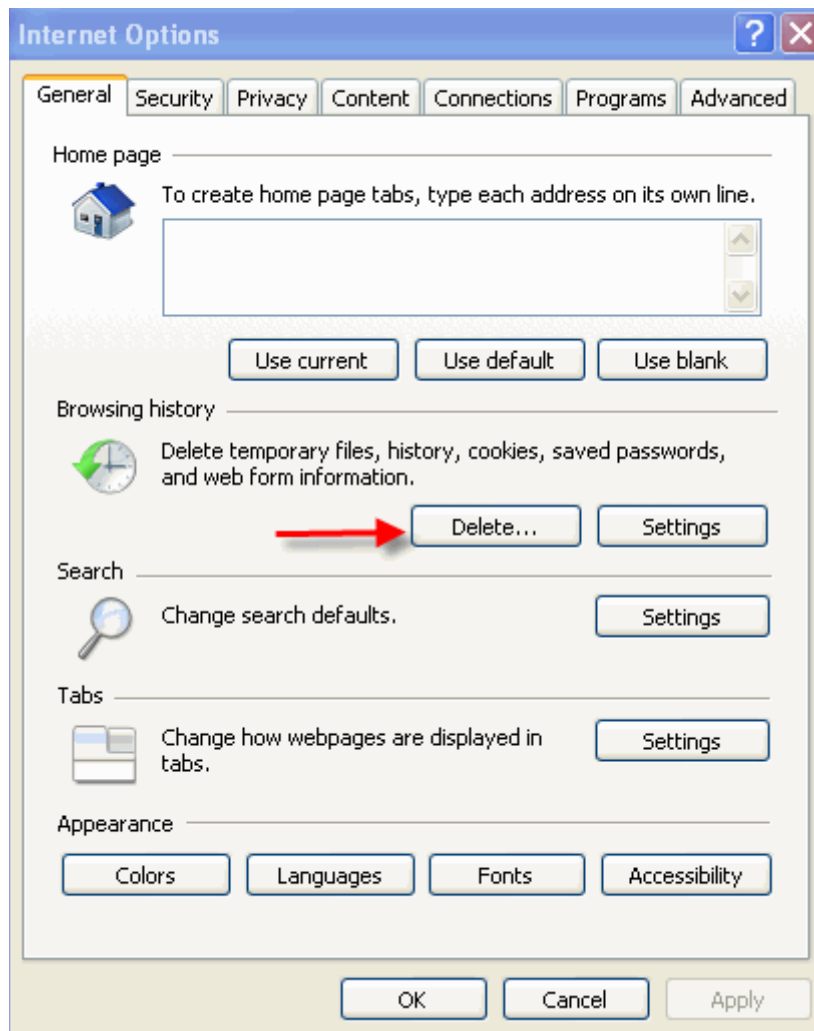
Step 1: If any of the progress bars get stuck at 99%, click the Cancel button or close Internet Explorer.



Step 2: Clear the Cookies and Temporary Internet Files in Internet Explorer by selecting **Tools > Internet Options**

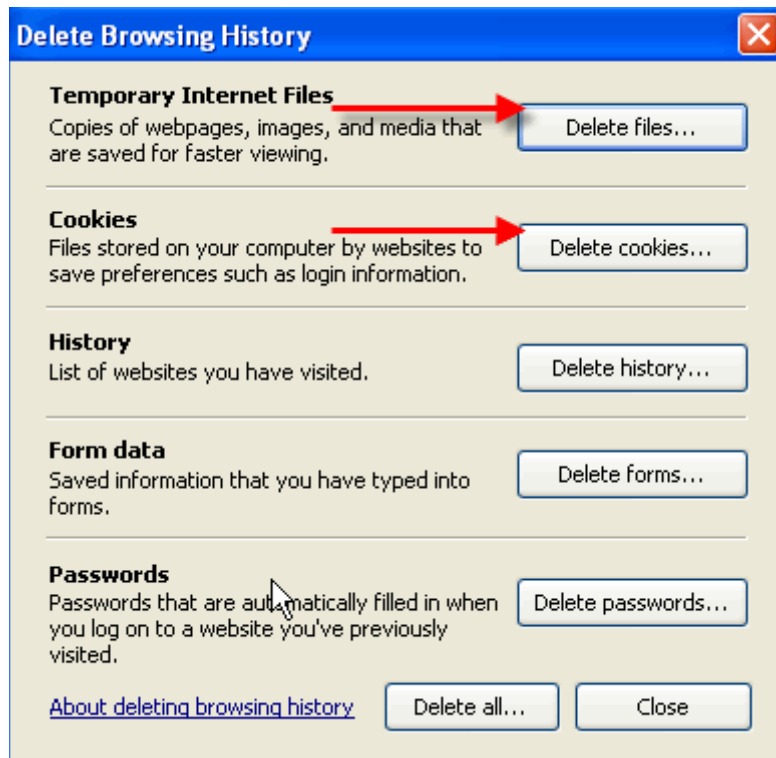


Step 3: Click the **Delete** button.

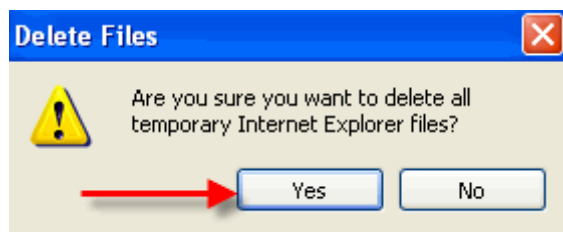


Step 4: Select **Delete files** and **Delete cookies**.

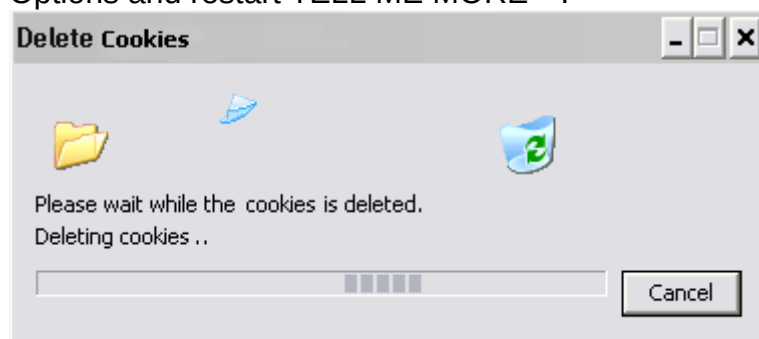
Note: These items cannot be chosen at the same time but need to be selected individually.



Step 5: Select **Yes** when prompted

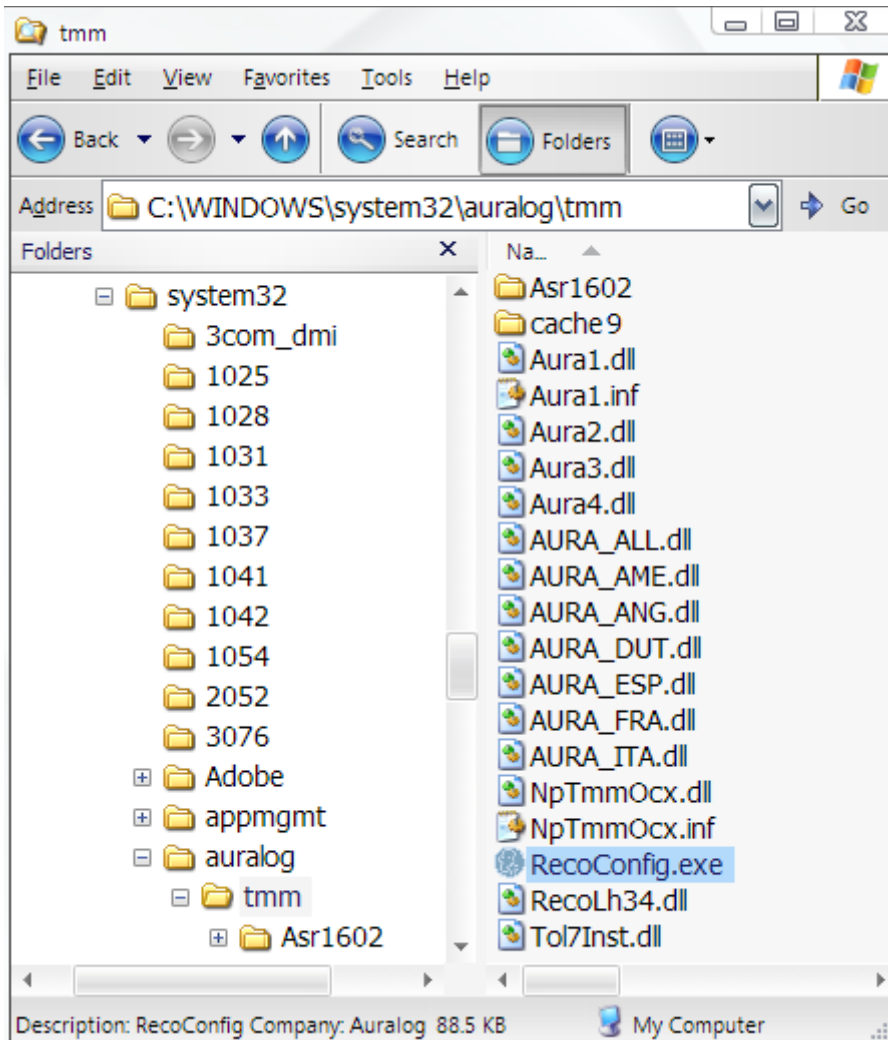


Step 6: This may take several minutes. Click **Close** and **OK** to exit Internet Options and restart TELL ME MORE™.

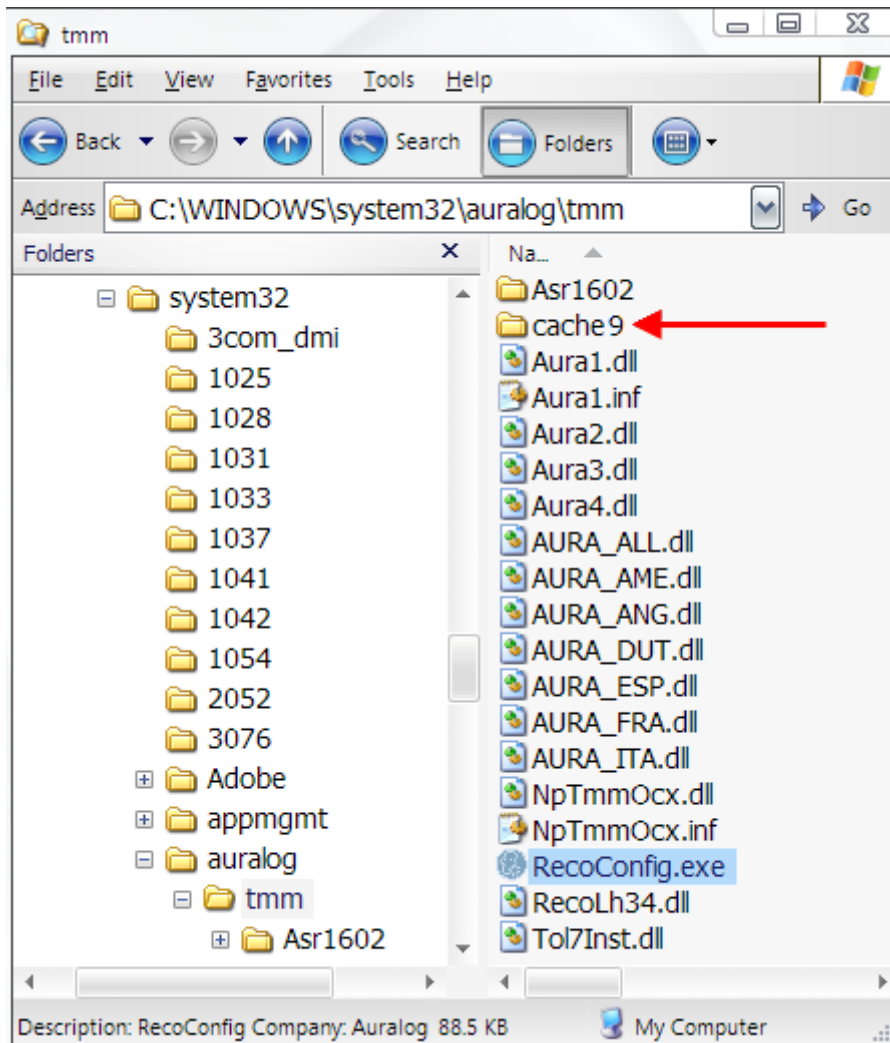


*If the progress bar remains stuck at 99%, close TELL ME MORE™ and follow these additional steps:

Step 7: Right click the **Windows Start button** and Navigate to the following location:



Step 8: Delete the **cache9** folder, close the window, and restart TELL ME MORE™



Activities Show X's

Does your screen look like this with x's on speech activities?

Home
Guided Mode

Select an activity from your language program.

Selected language program

Intermediate: All skills : 4%

Lessons
Done
Activities

Un petit déjeuner	43%	
Module additionnel	25%	
Thé ou café ?		
Au restaurant		
Module additionnel		
Choisir un dessert		
Module additionnel		
Réserver une villa		
Découvrir sa villa		
Allô, la météo ?		
Pluie ou soleil ?		
Module additionnel		
Préparer un dîner		
Mettre le couvert		
Si on sortait !		

STEP 1: Return to this screen (the student portal).
Select **"click here"** on the link to install the TELL ME MORE components.

Home / Your Training

Welcome to the TELL ME MORE online portal which will allow you to work on a program adapted to your needs at all times.
To begin your language training, select the program of your choice. You can consult the summary of its contents by clicking on the symbol "+."

To help assure your progress, organize and plan your study sessions according to the indicated times.

You can return to our language records at any time to redefine your learning objectives. To do this, [click here](#).

You have not installed the TELL ME MORE components. To do this, [click here](#)

Language Program(s) adapted to your objectives

Intermediate: All skills	Duration	Time spent	% completed	% correct
	19 h 29 mn	3 h 48 mn	4 %	84 %

[click here](#)

PaulJ
DISCONNECT

- Your Training
- Your Objectives
- Technical Support
- Evaluating what I've learned
- Language Achievement Test
- Documentation
- Your Profile

STEP 2:

When the computer test runs, please click on the link **"Install Auralog Components"**.

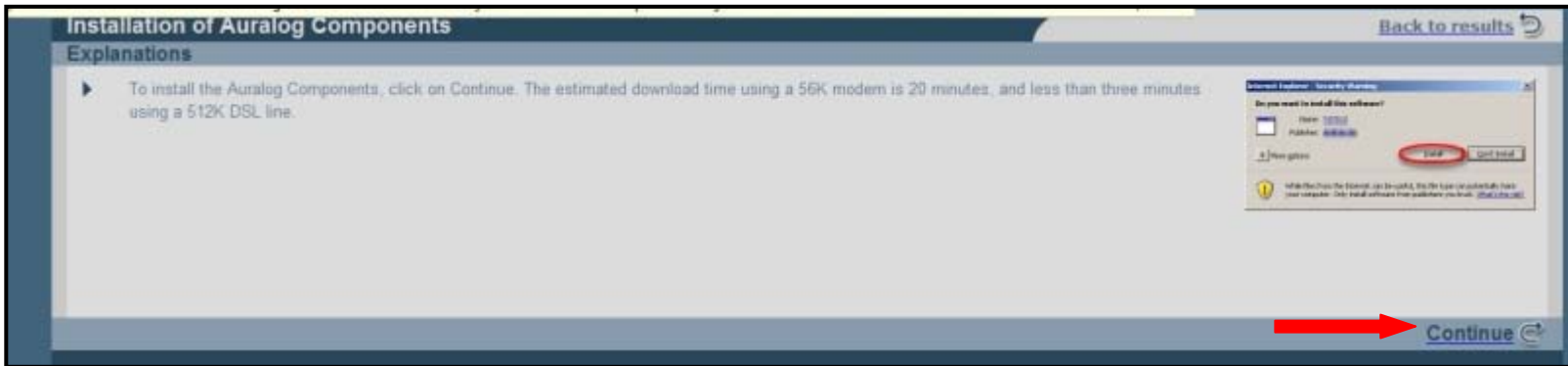
Results [Restart analysis](#)

Computer	Optimal Configuration
Connection Speed	Optimal Configuration
Flash Player	Optimal Configuration
Auralog Components	Acceptable Configuration Install Auralog Components

► This computer's current configuration allows for the use of TELL ME MORE ONLINE without the Auralog Components. However, the program won't function as smoothly and the activities with speech recognition will not be available.

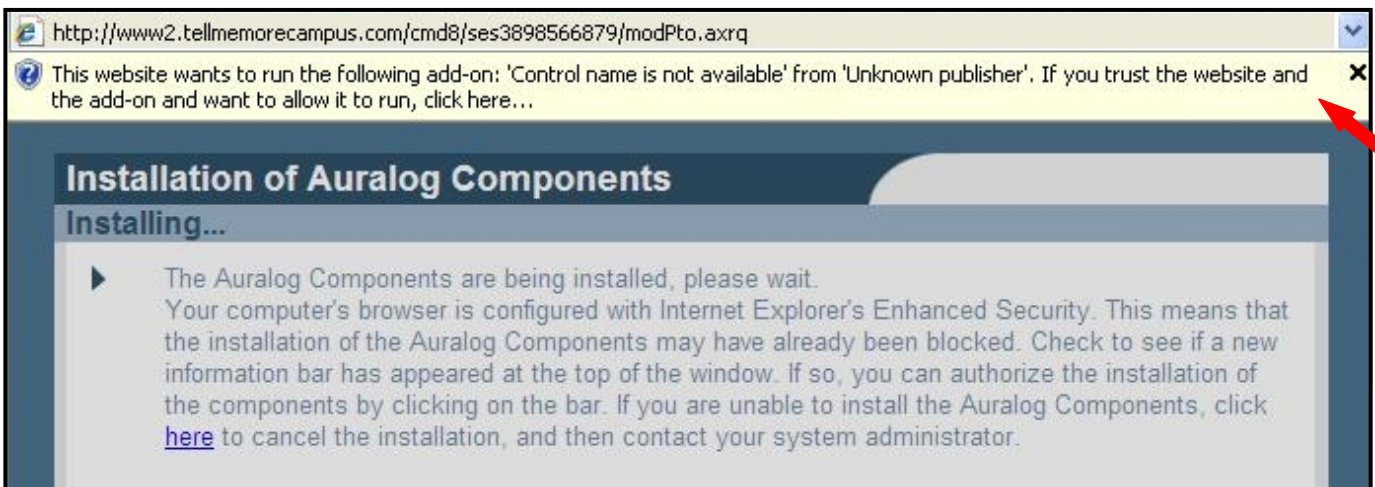
It is possible to use TELL ME MORE ONLINE on this computer. However, for optimal user conditions, we recommend you update the elements indicated in Acceptable Configuration.

STEP 3: Then click continue.



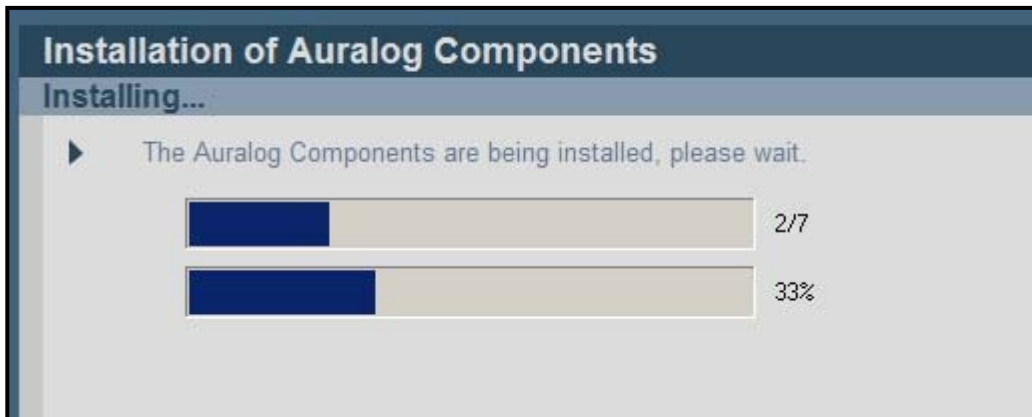
STEP 4:

You may also need to run ActiveX here.
Right click on the toolbar message and choose
"Install ActiveX"
(Skip this step if this message does not appear)



STEP 6:

Next the screen will show the progress of the installation.



STEP 7:

When all of the analysis boxes are **green** (ie. **Optimal Configuration**), you may close this window and continue. All activities should now be available!



How to Take a Screen Shot

Sometimes it is necessary to submit a screen shot to technical support in order to clearly illustrate the problem you have encountered.

1. Press the **Print Screen key** on your keyboard (right top).
2. Open an image editing program, such as **Microsoft Paint**.
3. Go to the **Edit** menu and choose **Paste**.
4. Go to the **File** menu and choose **Save As**.
5. Navigate to the folder where you want to save the image.
6. Type a file name for the image.
7. Click the <**Save**> button.
8. Email the file to the support team.